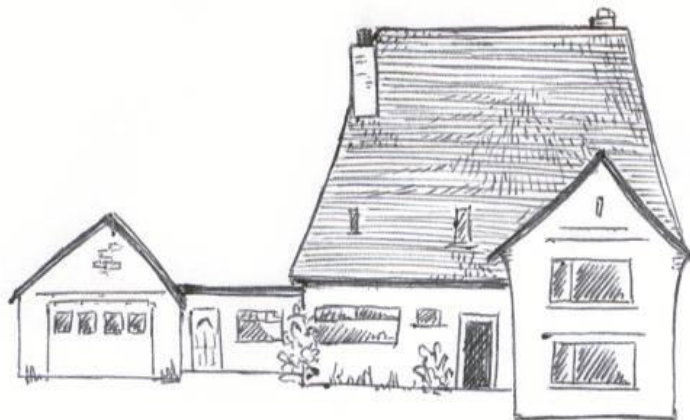


Drs Jones and Handley



Hackness Road Surgery

Patient Participation Group

Annual Report 2012/13

Hackness Road Surgery
Patient Participation Group
Annual Report 2012-2013

Introduction

Hackness Road Surgery, as part of a government 'directed enhanced service' (DES) decided to establish a Patient Participation Group (PPG) in the early part of 2012. The surgery has never had an established group so felt this would be a prime opportunity to encourage patients to get involved and share their thoughts and views into the services delivered at our practice. The Patient Participation Group was slow to get established during the first year, so various posters and leaflets were put around the waiting rooms asking patients to join. Now into our second year of the DES the group has managed to establish fifteen members and is increasing.

The Purpose of the PPG

The purpose of a Patient Participation Group is to ensure that patients are involved in decisions about the range and quality of services provided by Hackness Road. It hopes to encourage and promote the voices of our local patients and seek to hear their views into the future shaping of services the practice will endeavour to deliver.

DES Part 1

The Practice Population:

There are currently 3234 patients (correct as at 11th March 2013) registered at Hackness Road Surgery.

Age Range	Male	Female	Total	Total %
0 - 65	1165	1241	2406	74.4%
66 - 75	178	245	423	13%
76 and over	154	251	405	12.6%
Total	1497	1737	3234	100%

As you can see from the above table, we have a good age range for our small practice population. The male / female ratio represents a reasonably equal balance, that being 46.2% males and 53.8% females. 25.6% of our practice population is over the age of 65, this is a predominately large cohort for a practice of this size. The figures this year do not differ greatly from last year's figures; this shows us that our patient population has remained stable over the year. This is encouraging for the practice following a period of significant change.

Ethnicity of our Practice Population:

Over the last few years, Hackness Road has been recording the ethnicity of our practice population; we have managed to achieve 100% of the total population of ethnicity recorded. Of this 100%, a majority of our patients are White British; a small percentage of our practice population did not wish to state their ethnicity.

Establishing Hackness Road's PPG:

The principle of Hackness Road's PPG is to encourage patient involvement and decision making within the practice by using a formal framework that meets specific milestones. An initial review took place to assess the criteria that would be reflective of our patient population and to ensure that we attempted to establish a group that was representative of the wider population.

To do this we used various methods of communication, these were:

- Advertising using posters within the surgery
- Advertising using information leaflets
- Personal invitation from the clinicians and reception teams.

Promotion of our PPG started in late January of 2012 and we have continued still actively seeking new members via the aforementioned methods. (Appendix 1 - Poster) (Appendix 2 - Leaflet)

The PPG Profile:

Age Range of PPG	Male	Female	Total	Total %
0 - 65	1	5	6	45.5%
66 - 74	4	3	7	54.5%
75 and over	0	2	2	0%
Total	5	10	15	100%

All of the patients who are a member of our PPG are British/White British, even though we have 4.9% of our patient population that belongs in another ethnic group, our PPG is representative of the majority. We have worked hard promoting the surgery's PPG and have managed to encourage two new members from the over 75 age range; we are very pleased with that outcome for this year.

DES Part 2

Survey

Setting the priorities:

Our PPG was asked to give their opinion of what was important to them; this would allow the surgery to have focus on what was important to the patients, and what the surgery felt it could reasonably deliver. This was the same methodology as last year's to ensure we were getting a baseline that we could build and reflect upon. We needed to ensure we have something that was comparable with like for like.

Patients were asked to list in order of their priority. These included some of the following:-

- Reception Issues
- Clinical care
- Getting an appointment
- Practice Website (including electronic access)
- Opening Times

Setting the questions for our local survey:

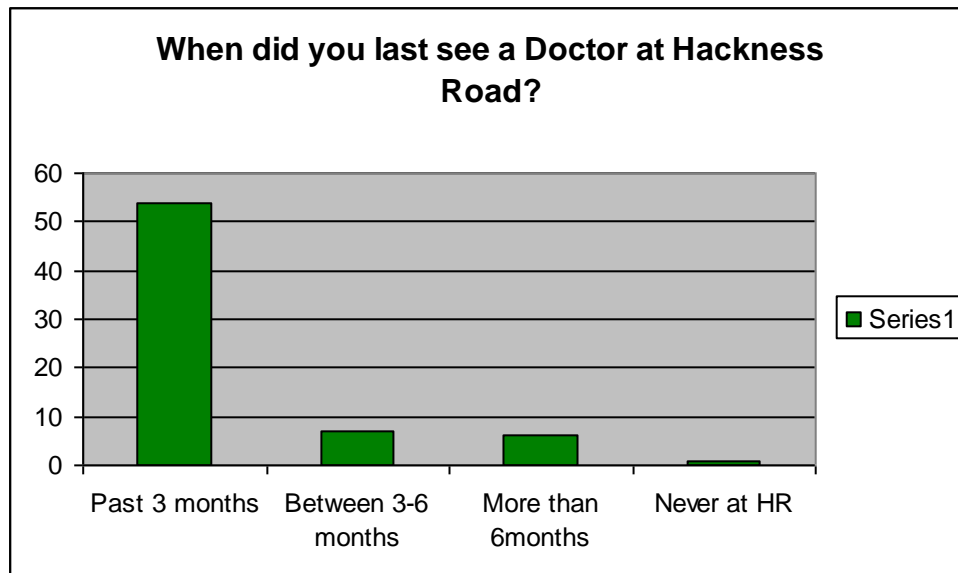
The practice was very keen that the survey reflected the response received from the PPG. Our priority listings helped form the basis of our questionnaires, and also to ensure it would enable us to create a realistic action plan that we could deliver over the next coming months, this again built from the previous questionnaire which would allow us to compare like with like for comparison. This enabled the surgery to reflect on answers from the previous year, therefore allowing us to gage the patient opinion with last year to this year.

How the survey was conducted:

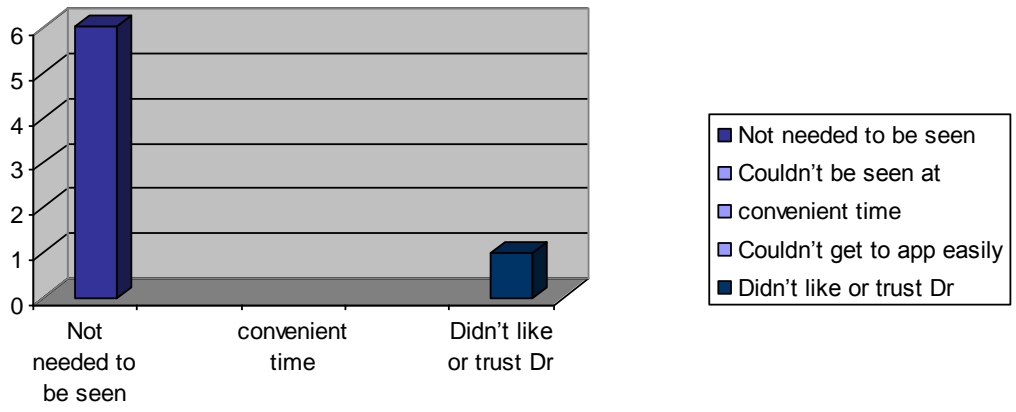
The practice made a small booklet style questionnaire, which comprised of 15 questions. This was available for completion over a four week period and of that we received 68 responses. The practice was very disappointed with the response, in the previous year we had 213 responses.

Following feedback from the reception team, the questionnaires were not always returned back to the desk, other comments such as, 'no thanks I don't wish to complete one' or 'I have already completed one'. We worked with the same methodology as last year, as the response was very positive; we believed that handing them out at reception would work well. Over the four week period we started to leave them out over all the chairs in the waiting room to encourage participation. However this did not make any real difference to our numbers. (Appendix 3 - Survey)

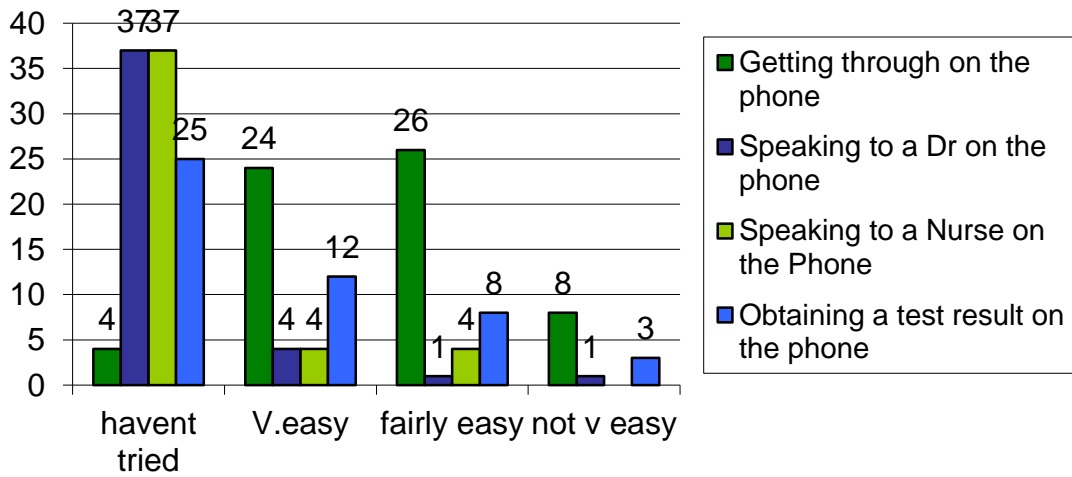
The survey results:



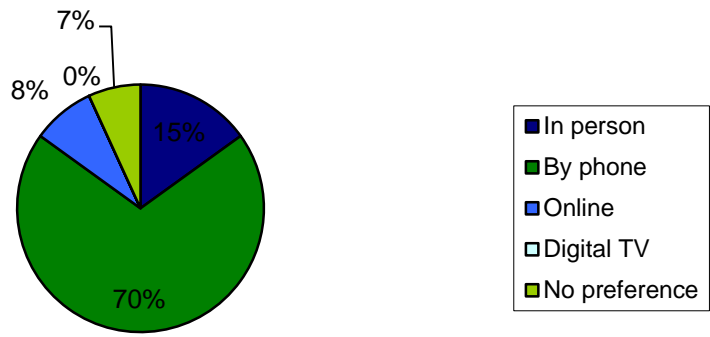
If you haven't been seen by a Dr in the last 6 months, why?



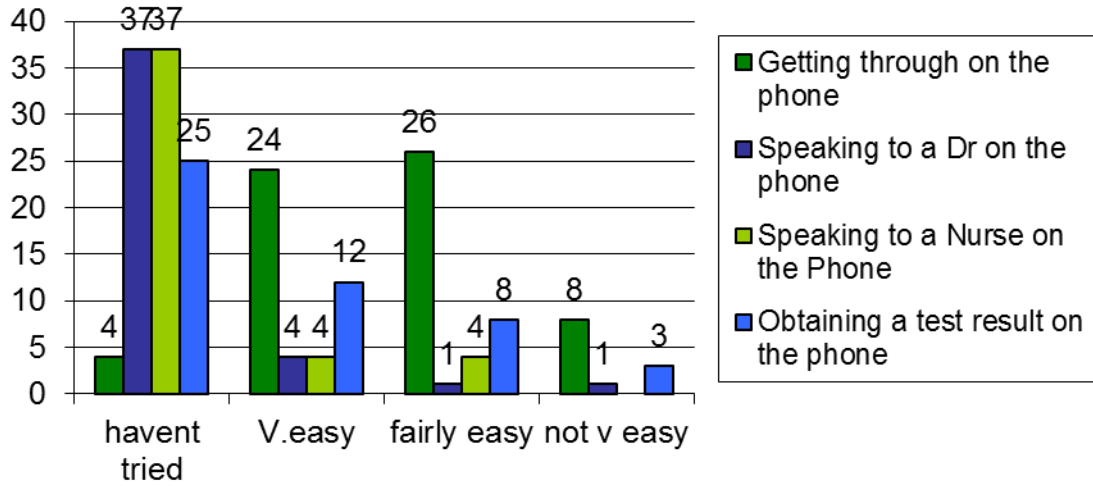
In the past 6 months how easy have you found the following?



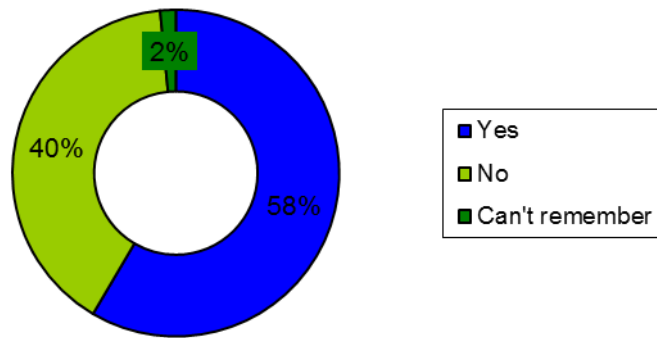
Which method do you prefer to book appointments?

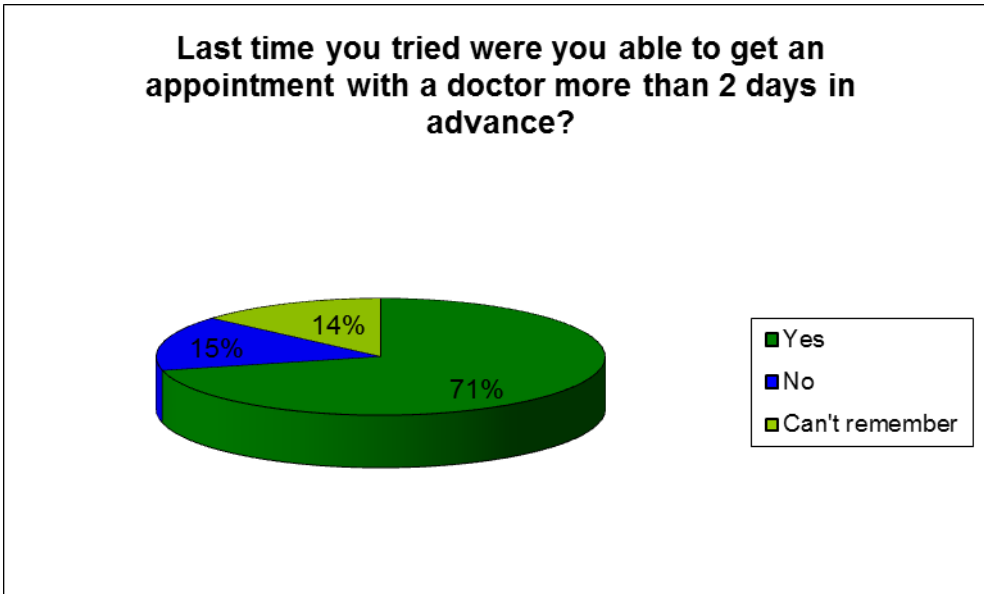
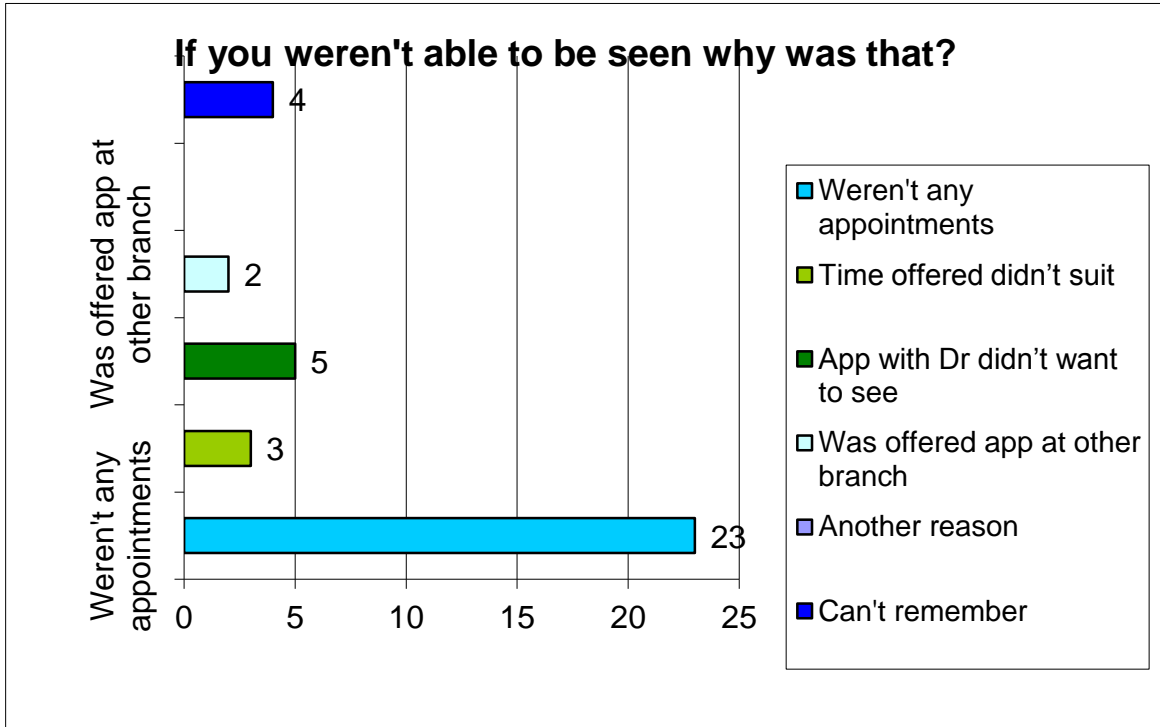


In the past 6 months how easy have you found the following?

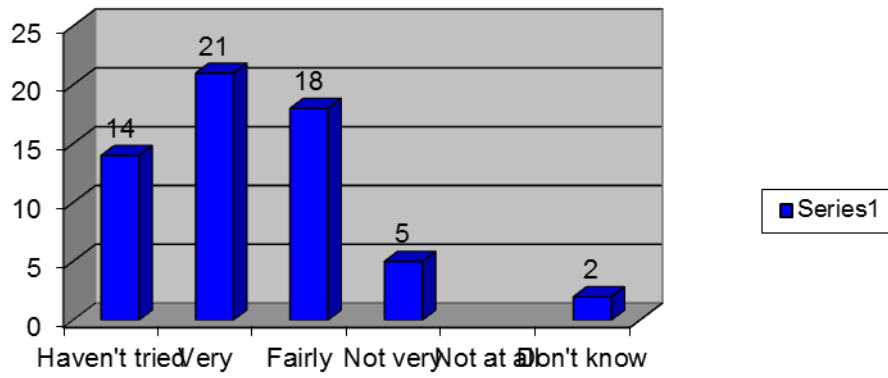


In the past 6 months have you tried to see a Doctor or nurse on the same day or in the next 2 working days?

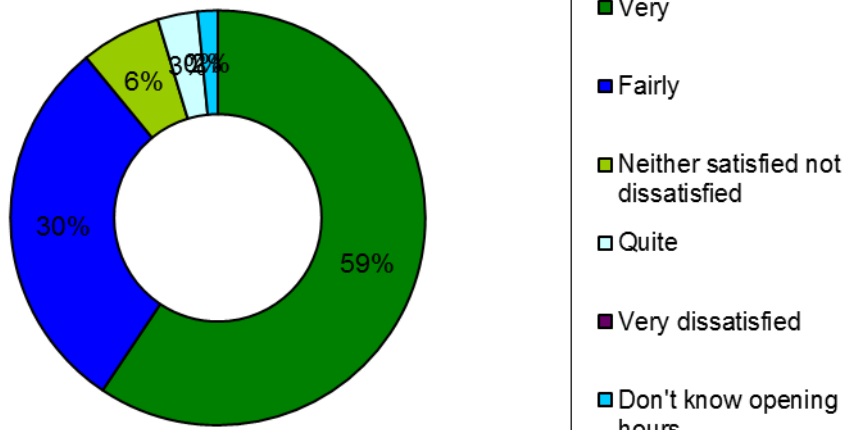




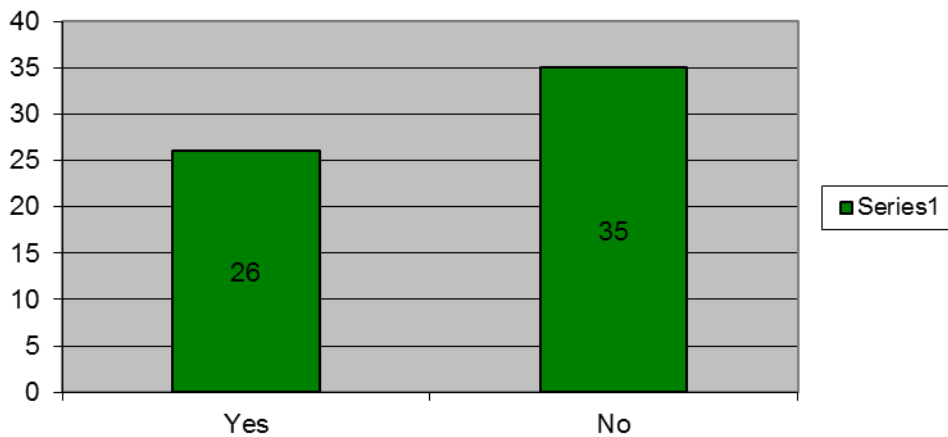
How easy is it to get an appointment with the Nurse?



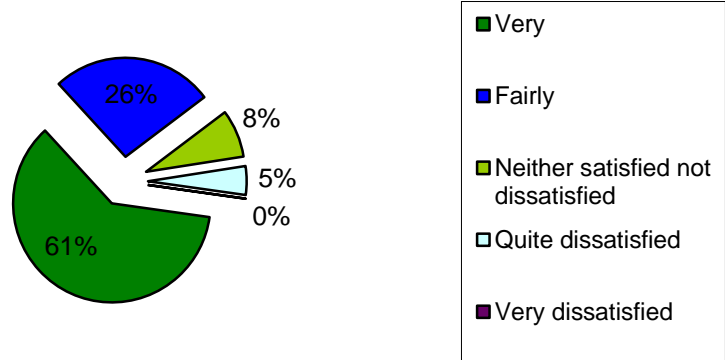
How satisfied with the opening hours are you?



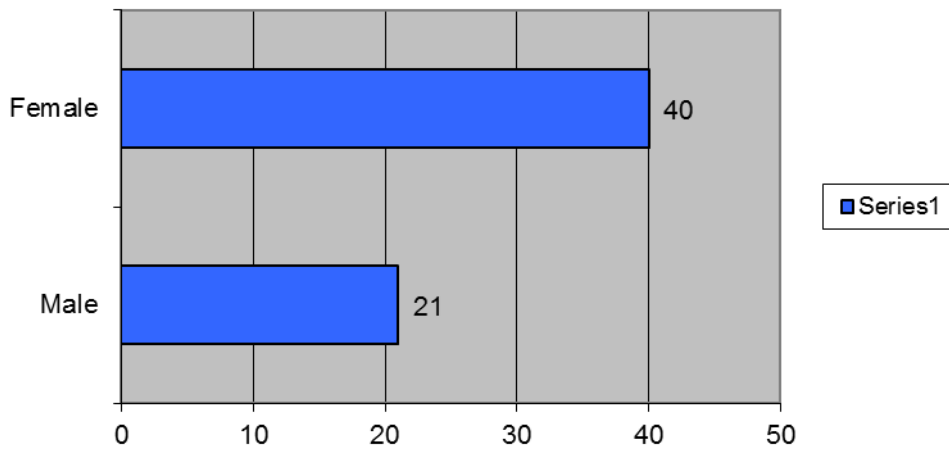
Would you like additional opening hours?



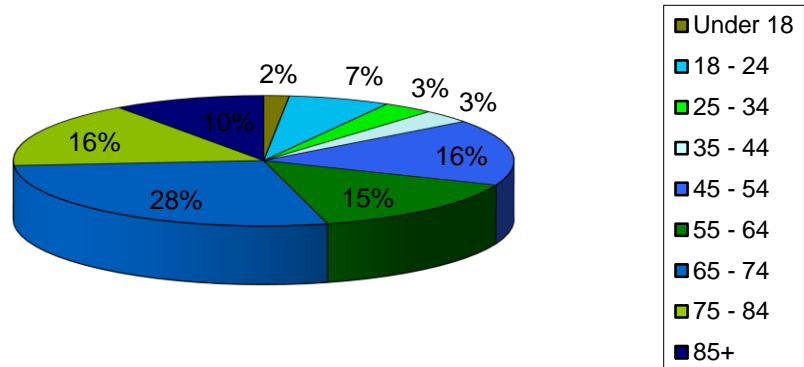
In general how satisfied are you with the care you get at the surgery?



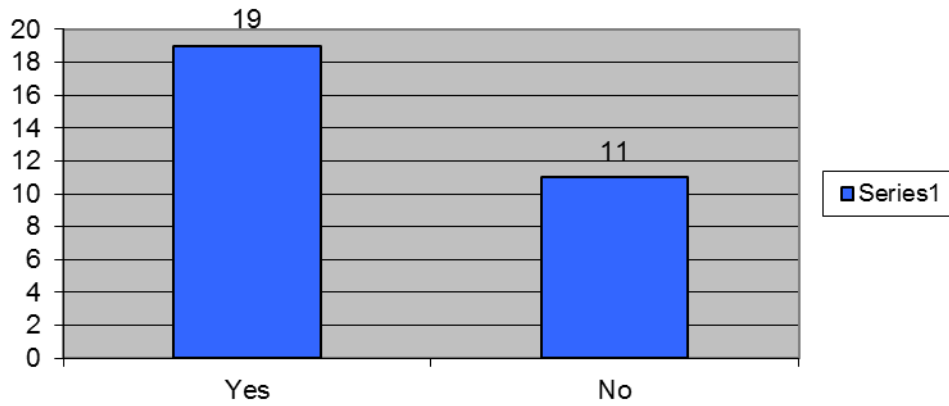
Sex:



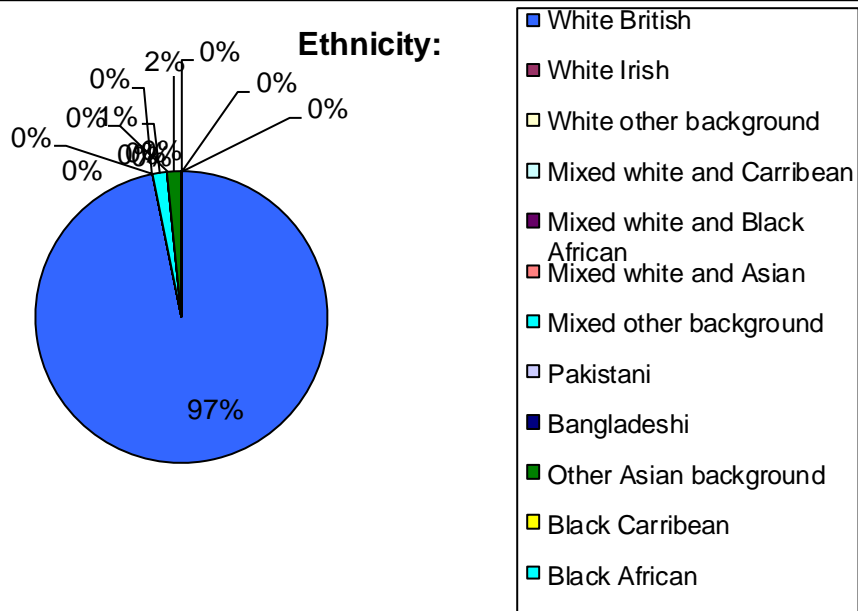
Age:



If you need to take time off work for an appointment are you able to do this?



Ethnicity:



Action plan:

After collating the findings of the survey, it was agreed we would look at those areas that received the majority of responses and also what was important to the practice. The PPG group emailed their comments back and forth to express their opinions, and gave us possibilities to consider for future consultation.

The response to the survey helped us make realistic actions so the group had no areas for disagreement. (Appendix 4 - Action Plan)

Local Participation Report:

This report will be available on the practice website no later than the 31st March 12 and we shall make the survey results available for the wider practice population. The report itself will be updated accordingly as the practice makes progress with the agreed actions. The practice will send a copy to the members of the PPG, and will also have available copies located in the practice for those patients who may struggle to access the practice website. The practice website can be found at:

www.hacknessroadsurgery.co.uk

Opening Hours:

Hackness Road Surgery functions across two sites, Hackness Road (main site) located at 19 Hackness Road and Cloughton (Branch Surgery) located at 1 Station Lane.

The surgery is available

Practice Opening Times

MONDAY	Hackness Road Cloughton	8am - 8.15pm 2pm - 4pm
TUESDAY	Hackness Road Cloughton	8am - 6pm 9am - 12noon
WEDNESDAY	Hackness Road	8am - 6pm
THURSDAY	Hackness Road	8am - 6pm
FRIDAY	Hackness Road Cloughton	8am - 6pm 9am - 12noon

When the surgery is closed please ring the surgery's main enquiries contact number;

01723 506706

and your call will automatically be transferred to the Out of Hours service.

Telephone Contact:

Enquiries and Home Visits - 01723 506706

Appointments - 01723 506306